

August 2020 Newsletter

Bancroft-Clover's continuing response to COVID 19

The COVID 19 coronavirus has had a major impact on how we live and work. In order to maintain essential water and wastewater service the district took a number of measures to protect the health and safety of customers and staff; and ensure continuity of service. The following measures are still in effect:

- Our administration building is closed to walk in traffic. Our staff is still available by telephone (303-922-1113) during normal business hours, Monday – Friday 7:00 a.m. – 4:00 p.m. or by email at support@bancroftclover.com. Payments can be made via the dropbox located at the building's main entrance, by US mail or by using our website www.bancroftclover.com.
- Limited non-essential site visits. If a technician is dispatched to your home or business, please allow 6 feet of space to allow them to work safely. Where practical our technicians will respond to service calls via telephone, email or text.

If you are experiencing a water or sewer emergency contact our office or our on-call technician by calling 303-922-1113. After hours, please follow the prompts to reach our 24 hour on call technician.

Governor's Order Limiting Utility Disconnections Expected to Expire

On March 20, 2020, Colorado Governor Jared Polis, issued Executive Order D 2020 012. This order directed Colorado utilities to suspend utility disconnections and accrual of late fees. The Executive Order has been extended repeatedly and is now expected to expire on August 10, 2020. The District Board of Directors will consider the matter at the August 17, 2020 Board meeting.

Water and sewer charges represent a perpetual lien against the property served and are not waived. If your bill is in arrears, we encourage you to pay what you can to keep the bill manageable.

Have You Checked Your Sprinkler System Lately?

Outdoor irrigation typically accounts for one half of a single-family home's annual water use. Periodically checking your automatic sprinkler system can add up to big savings on your summer water bill. Many sprinkler systems are set to run late at night or in the early morning which can help hide problems. Manually running your sprinkler controller during the day can help you identify misaligned heads and leaking or damaged hardware.

As temperatures cool, you can also reduce the run time for each zone to reduce water use while still keeping your lawn healthy and green. You can find more information on efficient lawn irrigation and other conservation ideas at www.denverwater.org/residential/rebates-and-conservation-tips

Lead Reduction Program

The Lead Reduction Plan began with increasing the pH of drinking water in March of this year. Denver Water has now begun to verify suspected lead service lines throughout the service area. If you have a suspected lead service line, you will receive an introduction letter, a test kit and water pitcher with a replaceable lead removal filter.

If you receive a test kit, please follow the instructions, and return the samples at your earliest convenience. There is no cost to you for the test or its pickup. Your cooperation is important so we can get an accurate inventory of lead service lines in our system.

For more information regarding this important effort, please visit:
<https://www.denverwater.org/your-water/water-quality/lead>.

Automatic Payment Plan Sign Up Form

AUTHORIZATION FOR DIRECT PAYMENT / AUTOMATIC BILL PAYMENT
Bancroft-Clover Water and Sanitation District

I (we) authorize the Company (Bancroft-Clover Water and Sanitation District) to initiate variable entries to my (our) account described below.

Financial Institutions Name _____

TO IMPLEMENT THE AUTOMATIC BILL PAYMENT, PLEASE COMPLETE THE INFORMATION FORM.
PLEASE ATTACH A VOIDED CHECK.

Signature _____

Print Full Name _____

Address _____

Telephone _____

Bancroft-Clover Water and Sanitation District Billing Account Number _____